



# City of Eugene Hate & Bias Incident Response

**The City of Eugene has a strong commitment to responding to hate activity, as well as contributing to hate crime prevention strategies.** This document serves as a basic orientation to hate crimes and the City of Eugene approach to response. This document conveys City protocols and priorities considered when responding to hate crimes and other violent acts of intolerance. Hate and bias crimes instill fear and distress to victims and communities, and may have far-reaching negative consequences. Hate crimes impact the community at large, and require specific attention and sensitive response. Communities that strive to be free from hate violence are more safe, welcoming, inclusive and attractive. Confronting manifestations of hate, and coordinating response to hate through community support, is an effective way to build strong, positive human relations and resiliency in a community. When hate activity does occur, it is important to work effectively with staff, leadership, partners, and community members to:

- Support, inform and empower the targeted individual or group;
- Inform the community of the risk and impacts of hate and intolerance;
- Gain support for actions that foster a safe and inclusive community;
- Protect the integrity of any criminal investigation; and
- Prosecute perpetrators of crimes.

## HOW COMMUNITIES EXPERIENCE HATE

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**Non-Criminal Hate Activity:** This type of hate activity includes biased or bigoted acts that target a group of people, individuals, or property, that do not involve crimes. Non-criminal hate activity often is protected by free speech and can include rallies, offensive signs or t-shirts, leafleting and flier distribution, and group meetings. Attempts to regulate speech face substantial constitutional hurdles. Eugene Police Department (EPD) law enforcement typically does not involve itself in non-criminal hate activity, often manifested as ‘hate speech.’

**Criminal Hate Activity – Bias Crimes:** Bias crimes are often referred to as “hate crimes” and include any *criminal* act against a person, group of people or property motivated by bias or prejudice. Bias crimes are not stand-alone crimes, rather the term “bias” is used to describe the nature of crimes and distinguish those crimes that are motivated by prejudice and bias against designated protected classes. Bias crimes can include all classes of crime motivated by bias or prejudice based on actual or perceived race, color, religion, national origin, sexual orientation, gender identity, or disability. In addition to statutory reporting of state and federally classified hate crimes, Eugene Police (EPD) also tracks bias-related crimes motivated by perceived or actual age, economic status, social status, citizenship, marital status, or political affiliation or beliefs, membership or activity in or on behalf of a labor organization or against a labor organization to monitor community relations. Crimes can range from telephonic harassment, graffiti, property damage, to physical assault or murder. Criminal mischief, intimidation and assault are common bias crimes in Eugene. EPD Violent Crimes Unit leads criminal investigations of bias crimes.

**Always inform Eugene Police Department of possible crimes as soon as possible.  
Call 911 during a crime. Call 541-682-5111 to report a non-emergency crime situation.**

**Information about other hate activity should be directed to Human Rights and Neighborhood  
Involvement at 541-682-5177 or [eugene-or.gov/humanrights](http://eugene-or.gov/humanrights)**

## REPORTING & NOTIFICATIONS OF HATE ACTIVITY

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Hate activity is reported from diverse sources, such as a community member victim or witness, police, the Mayor, City Councilors, City Manager, Police Auditor, a city employee, community-based agencies such as Community Alliance of Lane County (CALC), family members, schools, or newspapers. An incident reported to the City will trigger the hate response protocols.

### When information is shared between contacts about a case:

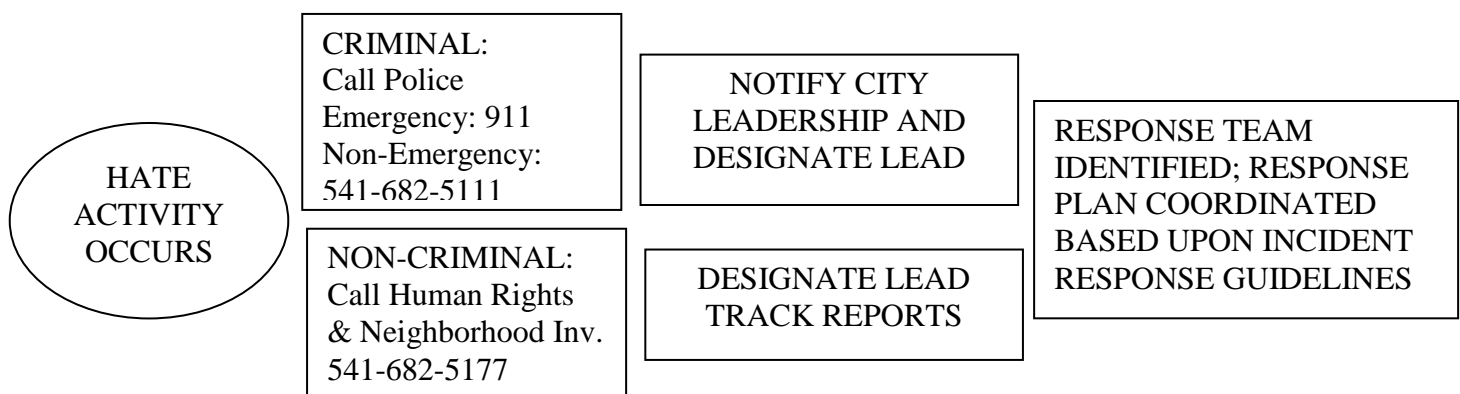
1) Clarify the known facts of the case, dispel rumors and speculation; 2) Share the specific concerns of, and response requested, by the victim; 3) Share plans, if any, to connect to community leadership and media.

**Police notification:** Inform EPD of possible hate *crimes* as soon as possible. This will initiate the internal EPD protocols to investigate the situation as a hate crime.

**Police follow-up protocols:** Patrol notifies Violent Crimes, the Eugene Police Public Information Officer and Police Chief. The Police Chief notifies the City Manager, Community Relations Manager, Mayor and City Council. In some cases, County leadership may also be involved. Police also notifies Equity and Human Rights Office so all hate activity can be logged and tracked. Police may choose to send out a pre-media brief advisory immediately following criminal events, if they anticipate concern from or in the community.

**Equity & Human Rights Office protocols:** The office of Human Rights and Neighborhood Involvement (HRNI) maintains a hate and bias activity log to monitor and report on hate and bias incidents, both criminal and non-criminal, and trends in our community. The office is also the lead for coordinating hate response in the City. HRNI staff will work with the victim/s, assess the situation and, with partners coordinate a timeline and process for connecting with the targeted individual or group, and the impacted community (social group and/or geographic area).

A Lead will be identified to document and follow-up on the case. The Lead will identify a team to support an appropriate response, and may coordinate contact with the media, as well as with the victim and broader community, if necessary (see 'Assessment' below). The HRNI office and other City Manager's Office staff are resources to help connect with an impacted individual and community.



## INCIDENT RESPONSE GUIDELINES

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**The circumstances surrounding each hate incident are unique. A coordinated and sensitive response, tailored to each incident, ensures the best outcome for victims and community residents.**

**Assess the Incident Impact:** Carefully define and describe the size and impact of the incident. Dispel rumors and speculation. Assess the likely impact of the incident.

- Was it an individual or group attacked, by an individual or group? What do you know about victims and perpetrators in the incident?
- Where did the act occur? Private residence, on the streets, at a place of worship, school campus, at a business? Are there any implications of the location?
- When did the act occur? In the middle of the night? In broad daylight? After a noteworthy event (religious gathering, sports team competition)? Are there any implications of the timing?
- Is there potential for further risk that needs to be addressed promptly?
- What is the potential for catching the perpetrators? Were there witnesses?
- Will the incident go public in the media and/or spread through social networks?

**Assess and address the needs of targeted individual or group, affected communities, and entire community:**

- Provide supportive, direct contact with the victim/s. Designate a small response team and specific individual as lead. Communicate the designated lead to others working on the case, as well as the victim.
- Support emotional and practical needs: inform the victim of the range of support and response options. Assign a designated person to assist with on-going support. Let the victim/s needs guide response.
- Assure targeted individual/group they are not alone to cope with this incident.
- Ask *if* targeted individual/group want a coordinated community response and if so, what that might look like: Empower the targeted individual/group to lead or participate in response, if they choose.
- Keep targeted individual/group, response team, and affinity groups apprised of any developments.
- Conduct a follow-up after an incident. Decide how and when, and be sure to follow through.

**Public and Media Statements:**

**Keep in mind the victim/survivor may not want their name shared, or the incident publicized at all. Ask the victim what level of support, details shared, and response they want, if any.**

- Is a public response appropriate? Ask the targeted individual/group and assess the impacts of the incident. Decide on the appropriate public message with an appropriate team. Condemn hate acts publicly in a sensitive way, honoring victims.
- Utilize media: Media Advisory, Press Release, Op Ed, Letters to the Editor, Public Service Announcements, vigils, social media, and community meetings/forums, counter leafletting.
- The Human Rights Commission, neighborhood associations, and City Council members are resources for messaging and statements to constituents and community, in partnership with affinity social groups.
- Consult and coordinate with the Police Public Information Officer, and City Manager's Office Community Relations Manager.

## CHALLENGING HATE WITH LEADERSHIP, EDUCATION AND OUTREACH

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An interdependent relationship exists between proactive interventions, such as leadership messages, targeted education, and effective reporting and response. Positive City leadership and community reactions play a strategic role in addressing hate crime impacts and incidents, and encouraging reporting. Education activities should be on-going and proactive. Activities that promote mutual understanding, tolerance, diversity and inclusion create a climate that thwarts hate activity. Activities include:

- Organize/participate in counter-action (leafletting, vigil, public statements, etc.) Include Mayor and City Councilors, Commissioners, faith groups, students, and neighborhood groups as potential partners.
- Eugene as a *Hate Free Zone*: CALC sponsors the Back 2 Back program and including *Hate Free Zone* activities, by coordinating distribution of red Hate Free Zone posters throughout the City.
- Engage graffiti clean-up resources when available (Police Volunteer's Huckleberry Patrol for Mid-Town private property, Public Works staff for City parks and property, Neighborhood Associations, etc.)
- Employ Study Circles or other community dialogue forums.
- Develop Public Service Announcements.
- Provide regular employee and community trainings on hate crimes and response.
- Visit schools regularly to teach about hate activity, hate crimes and countering hate and bias.
- Develop clear and consistent leadership messages valuing diversity, inclusiveness and understanding.
- Support partnerships for response, education, and prevention: Collaborate with community organizations, schools, churches, neighborhood associations, and other agencies.
- Report statistics and trends in hate activity and target outreach and education.

## RESOURCES

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Eugene Police Department  
Emergency: 911  
Non-emergency line: 541-682-5111

City of Eugene Human Rights & Neighborhood  
Involvement  
541-682-5177  
Email: <mailto:HRNI@ci.eugene.or.us>  
[www.eugene-or.gov/humanrights](http://www.eugene-or.gov/humanrights)

University of Oregon Bias Response Team  
541-346-1134 or 541-346-1139  
Email: [brt@uoregon.edu](mailto:brt@uoregon.edu)

Community Alliance of Lane County  
Back to Back: Allies Against Hate Program  
541-485-1755  
Email: [report\\_hate@yahoo.com](mailto:report_hate@yahoo.com)

Department of Justice  
Community Relations Service  
Regional Headquarters  
915 Second Avenue, Suite 1808  
Seattle, WA 98174  
206- 220-6700  
Will assist in cases of significant community impact.